

EXHIBIT 2

BELLSOUTH TELECOMMUNICATIONS, INC. BILLING DISPUTE GUIDELINES FOR INTEREXCHANGE CARRIERS AND CUSTOMERS

Acting as a billing entity, BellSouth offers Interexchange Carriers ("IXC") the option of choosing a billing and collection contract whereby BellSouth will provide Billing Dispute Inquiry Services. Under this type of contract, BellSouth will provide for the investigation and resolution of the customers billing dispute claims.

Contract With Billing Dispute Inquiry Service.

- 1). Customers are given a toll free number to call if they have any 900 billing questions or disputes. This number appears on the customer's monthly telephone bills. A BellSouth representative will directly handle the inquiry or dispute. Written notification is not required.
- 2) The BellSouth representative will investigate the reason for the dispute and will determine whether a valid billing error has occurred.
- 3) BellSouth recognizes the following as valid billing dispute claims.
 - Price misrepresentation or deceptive advertising.
 - Lewd, abusive or pornographic program content.
 - Incomplete, unintelligible programing, out of date information.
 - Charges for calls terminated during the preamble.
 - Charges for calls made for the purpose of making political or charitable contribution.
 - Customer did not receive product or service, or poor service quality.
 - The preamble was unintelligible and did not clearly state price.
 - Referral - promotion by use of autodialer/broadcasting.

The following reasons will not be recognized as valid billing dispute claims.

- Customer refuses to pay
 - Customer states that they are unable to pay
 - Customer denies all knowledge.
- 4) If the customer does not present a valid billing dispute claim, the BellSouth representative will proceed to step 11. If the customer presents a valid billing dispute claim, the BellSouth representative will adjust the call using an

adjustment code corresponding to the reason(s) as specified above. The unique adjustment codes were developed to aid BellSouth in tracking the various types of complaints generated by 900 services.

- 5) The customer is then advised to deduct the disputed amount from the total amount due on the bill.
- 6) The BellSouth representative will initiate the adjustment process. The customer will be advised to ignore the charges if they appear on the next bill.
- 7) Action will also be taken to either waive any late payment charges or adjust the late payment charge upon notification from the customer of the dispute.
- 8) The BellSouth representative will input the bill date, item number of the call, amount of adjustment and name of the 900 service provider. This information will be retained in the customer's account for ninety days.
- 9) BellSouth's billing system simultaneously generates an Inter-Company memorandum at the time the adjustment is processed. The IXC is given the customer's account information and the adjustment information.
- 10) The customer is advised at the time BellSouth removes the 900 charges from the bill that the IXC or the 900 service provider may pursue the independent collection of the charges.
- 11) If the representative determines that the customer has not presented a valid reason for the dispute, BellSouth will attempt to collect the charges from the customer.
- 12) If the customer is willing but unable to pay in full at this time, payment arrangements will be offered.
- 13) If the customer cannot meet the payment arrangement criteria, refuses to pay, or continues to deny all knowledge of the calls, the call will be removed from the customers bill.
- 14) The customer is advised that the IXC or 900 service provider may pursue collection of the charges.
- 15) The customer is then offered 900 blocking. If the customer accepts the 900 blocking, it is added to their line.
- 16) The BellSouth representative types a "Retain Remark Entry" which includes the statement that the 900 adjustment was

issued, the reason for the adjustment, and the date upon which the customer was issued the 900 block.

- 17) If the customer chooses not to add the 900 blocking, that information will be noted on the customer's account along with the information that the customer's account has been adjusted due to an invalid billing dispute claim.
- 18) After the second occurrence of an adjustment based upon an invalid billing dispute claim, BellSouth will automatically place call blocking on the customers account.

Contract Without Billing Dispute Inquiry Service

If the IXC does not purchase Billing Inquiry Service from BellSouth, customers are asked to call the IXC directly. The IXC's number is listed in the "Helpful Numbers" section of the monthly telephone bill. If the customer contacts BellSouth, a BellSouth representative will refer them to the IXC. However, if the customer requests that BellSouth contact the IXC, the BellSouth representative will prepare an Inter-Company Memorandum (IEC/BOC) reporting the dispute to the appropriate IXC.

- 1) A BellSouth representative will obtain the details of the inquiry or dispute from the customer and advise the customer to deduct the disputed charge from the total amount due on the bill.
- 2) BellSouth will prepare the Inter-Company Memorandum (IEC/BOC Form), which includes a call detail report and the customer's name and account number. This will be sent it to the IXC.
- 3) BellSouth will advise the customer that the IXC will contact them, within 35 days, with the results of the investigation. The IXC will also notify BellSouth regarding the outcome of the investigation.
- 4) The record will reflect that the disputed calls are pending resolution of a claim.
- 5) A memorandum will be sent to the BellSouth Interexchange Point of Contact Service Center for a 40 day follow-up. This is a BellSouth centralized IXC center that issues adjustments for specific IXC accounts.
- 6) If this is a valid billing dispute claim, the customer is then advised that the disputed amount will be removed from the bill.
- 7) The BellSouth representative will initiate the adjustment

process. The customer will be advised to ignore the charges if they appear on the next bill.

- 8) Action will also be taken to either waive any late payment charges or adjust the late payment charge upon notification from the customer of the dispute.
- 9) The BellSouth representative will input the bill date, item number of the call, amount of adjustment and name of the 900 service provider. This information will be retained in the customers account for ninety days.
- 10) If the IXC does not respond to the IEC/BOC form within 40 days, BellSouth will initiate a process whereby the charges in dispute will be billed back to the carrier. The carrier will again be notified.
- 11) The customer will be advised that the charges have been removed but collection may be independently pursued by the IXC or 900 service provider.
- 12) If the charges are being disputed for an invalid reason, BellSouth will try to collect the charges and initiate 900 blocking as discussed above.

EXHIBIT 3

PROTOTYPE PAY-PER-CALL INFORMATION NOTICE

You will be charged for calls made to 900 numbers. The 900 number bill page has a toll free number you can call if you think you have been billed for 900 number calls by mistake. Questions about 900 number calls must be registered as soon as possible after receipt of the initial bill listing the questionable charges.

After your complaint is registered, you are not required to pay the disputed charges until the dispute is resolved. No service charges or late fees will accrue on charges in dispute. Any necessary adjustment will appear on a subsequent bill and will serve as notification that your dispute has been resolved.

BellSouth will not disconnect your local service for non-payment of 900 charges. Mandatory blocking of 900 calls may be enforced if refusal to pay is not justified. You may also obtain blocking of 900 number calls by calling BellSouth at 555-5555.